Infrastructure as a Service

National Information Technology Center

Service Desk: 888-USE-NITC

Video Tele-Conferencing (VTC)

The NITC Video Tele-Conferencing Service provides a fully-managed Infrastructure as a Service solution to connect compatible customer-owned devices.

How We Charge

The cost for service is based on number of customer endpoint devices integrated into the solution.

Customer responsibilities include:
- Fully operable and compatible VTC endpoints
- Adequate network bandwidth
- LEVEL-1 and LEVEL-2 support as necessary

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99% excluding planned downtime*

* - NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Service Description

NITC provides a fully managed VTC infrastructure to enable connectivity between customer-owned endpoints.

What is Included

- Fully-managed centralized hardware and software infrastructure
- LEVEL-3 support for technical connectivity issues
- Centralized scheduling of video calls upon request

Cost Saving Tips

- For event calls (large automated meetings), contact the NITC Service Desk to initiate, resize or cancel the number of attendees to avoid/reduce cost.
- Gather in conference rooms to share a single connection and conference each other in the same site to share a single connection into a bridge call.

Additional Information

- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale